

Dunstable Town Council Customer Charter

What you can expect from us

We will:

- Treat everyone fairly and with respect
- Make our services easy to use, giving you choices whenever possible
- Deliver services in a way that gives good value for money
- Use customers' views of services to make improvements
- Put matters right as quickly as possible if we get something wrong
- All staff will be identifiable as representing the Town Council
- To make reasonable adjustments to enable you to access the Council and or its services and amenities

When you contact us

We will:

- Answer calls to the main line within 10 seconds and deal with your enquiry at that point, wherever possible
- Ensure that calls made directly to specific extensions will either be answered or transferred to voicemail after 10 seconds. Any automated message will be clear and concise
- Social Media messages will be responded to within 48 hours
- Respond to letters within 10 working days of receipt
- Provide an immediate auto response to e-mails
- Send a full response to e-mails within 10 working days
- Ensure you know at all times who is responsible for handling your query
- Be polite and helpful when you visit us and if we cannot answer your query immediately, we will tell you when we have the information you need
- Aim to see you on time when you have an appointment with us
- When visiting customers, staff will carry their identity badge to reassure customers of their identity and purpose of visit

What we expect from you

- We expect you to treat staff politely and with the same courtesy that you would expect of us
- Refrain from using aggressive behaviour, bad language or discriminatory comment as this will not be tolerated
- Provide us with all the relevant information we need wherever possible
- Be on time for an appointment and let us know if you need to cancel

Comment, Compliment or Complaint

Dunstable Town Council is committed to providing the best possible level of service to its customers. In the event you have any cause for complaint against

the Council, wish to compliment our services or make suggestions for improvements, we will be pleased to hear from you.

We will respond in writing or by telephone within 10 working days of receiving your complaint or suggestions.

We will advise you of the expected timescale if we are unable to resolve your query at this stage.

Comment, Compliment or Complaint forms can be completed electronically at all Town Council buildings as well as hardcopies being available. Forms are also available to download from our website: www.dunstable.gov.uk or you can telephone us on 01582 513000.

You can also write to us at: Dunstable Town Council
 76 High Street North
 Dunstable
 Beds
 LU6 1NF

Where required, information will be provided in alternative languages or formats to accommodate the needs of our customers.